

HourAway Terms & Conditions

Please be advised that the following Terms and Conditions apply to guided biking tours and bike rentals arranged by HourAway, operated by Nejc Peternelj s.p. (the "Organizer"). All guided tours and bike rentals are subject to Slovenian legislation.

Terms and Conditions – Guided Biking Tours

Please note that these terms and conditions are subject to amendments.

1. Tour Participation Requirements

Participants in our guided tours must possess the basic physical and psychological fitness necessary to complete the tour. Therefore, our guided tours are only available to participants who meet these requirements. Please refer to Section 11 "The Participant's Responsibility" for more details.

2. Price

Tour prices are defined in our Price List, which is published on our website at www.hour-away.com. The tour price includes the services as specified in the tour description on our website. Optional and additional services may be available for some tours.

HourAway reserves the right to adjust prices in the event of new tax regulations, changes in exchange rates, price level fluctuations, misprints, costs resulting from Force Majeure, or other unforeseen circumstances. Increases in price will be notified as soon as possible, with a minimum of 10 days notice before the tour departure date. If the price increase exceeds 10% of the tour price, participants may cancel their reservation without any additional charges.

3. Scope of the Booking Agreement

The booking agreement encompasses the services agreed upon by HourAway as the operator, the customer, and the tour participant. This includes:

- 3.1. The tour description on our website (www.hour-away.com), which includes all information and facts described and linked to in the tour description.
- 3.2. Any customer and tour participant information issued, such as booking confirmations, invoices with payment information, and information provided by the tour leaders, among others.

By completing the booking process, all participants acknowledge that they have read and accepted HourAway's terms and conditions for tour participation. The booking is considered binding once the booking process is completed.

4. Payment and Invoice Payment Options

Payment for online booking can be made by credit card (Visa or Mastercard) during the booking process. An email confirmation and an invoice will be sent to the customer.

In some cases, payments for our tours can also be accepted through our affiliated booking partners (hotels, hostels, tourist offices, etc.). In all cases, an official invoice for our tours will be issued.

Invoice Payment Option 1:

Payment by credit card via our online booking system at www.hour-away.com.

Invoice Payment Option 2:

Payment by credit card via a link sent to your email address. Please inform us via email at info@hour-away.com if you wish to pay by credit card.

Invoice Payment Option 3:

Payment via Bank Transfer in Euro:

Company Information:

HourAway, Nejc Peternelj s.p.
Javorje 20a
4223 Poljane nad Škofjo Loko
Slovenia

Bank Name and Address:

Revolut Bank UAB
Konstitucijos ave. 21B
08130, Vilnius
Lithuania

SWIFT BIC CODE: REVOLT21

IBAN: LT53 3250 0250 3814 7007

*Please ensure that you send the correct amount (if paying in foreign currency, consult your bank for the exchange rate) and specify the purpose of the payment by referring to the offer or invoice number.

5. Insurance

Participants in HourAway guided tours are responsible for their own safety and well-being during the tour. HourAway does not assume responsibility for any financial consequences resulting from accidents or injuries that occur during the tour. Participants from abroad are advised to obtain combined travel and accident insurance in their home countries, as this insurance is not included in the booking. Such insurance may also include cancellation coverage.

6. Making Changes to the Booking

When changes to a booking are requested more than 10 days before the tour departure date, an administration fee of 10 euros applies. Changes to a booking made within 10 days or less of the tour departure date are considered cancellations and the registration of a new booking (please refer to Section 7 for details).

With the agreement of HourAway, a fully paid booking can be transferred to a different person at an administration fee of 10 euros per participant, provided the new participant meets the tour participation requirements. A transfer of a tour participant is subject to compliance with other applicable rules and regulations.

7. Cancellation

If you wish to cancel your booking, please notify HourAway as soon as possible. The following rules apply for cancellations:

- More than 10 days before the tour departure date: An administration fee of 10 euros applies. The paid amount will be refunded, less the administration fee, or an invoice will be sent to the customer.
- 10 to 4 days before the tour departure date: 50% of the tour price applies. Paid amounts will be refunded, less 50% of the tour price, or the customer will receive an invoice equivalent to 50% of the tour price.
- 3 to 0 days before the tour departure date or no show: the full tour price amount applies. No refund will be issued, or the customer will receive an invoice equivalent to the full tour price amount.

8. Leaving During the Guided Tour

If a participant decides to quit and leave the group during the course of a guided tour, HourAway is not responsible for any additional costs that may arise. Participants cannot claim a refund of the tour price and will be advised to consult their travel or accident insurance arrangements. Refer to Section 13 for information regarding complaints.

9. Tour Cancellation

HourAway may cancel a tour due to force majeure, adverse weather conditions, insufficient tour leaders, an inadequate number of participants, or other unforeseen reasons beyond the organizer's control. Whenever possible, HourAway will notify participants:

- At least 14 days before the tour departure date for tours lasting 5 days or more.
- At least 2 days before the tour departure date for tours lasting 4 days or less.

In the event of tour cancellation for the reasons described above, the full amount paid will be refunded. HourAway is not responsible for any other costs incurred by the participant related to tour participation.

10. Changes to the Tour Itinerary

HourAway strives to conduct guided tours as described in the tour description itinerary. However, itineraries are subject to changes due to transportation schedule adjustments, changes in opening hours, weather conditions, or other unforeseen circumstances that may affect the planned tour. In such cases, participants will be notified of significant changes as soon as possible before the tour departure. If a participant wishes to cancel the booking due to such changes, the full paid amount will be refunded. In cases where changes must be made during the guided tour, the tour leader will notify the participants as soon as possible.

11. The Participant's Responsibility

Participants are responsible for reading the tour description itinerary carefully and ensuring they are physically and mentally prepared to complete the tour without posing a risk to themselves or others. Participants should evaluate all relevant information in the tour description on the HourAway website. If a participant's health condition is poor, they should consult a physician. Participants are required to follow the instructions and decisions of the tour leader. In cases where a participant is inadequately prepared for the tour, the tour leader may request the participant to leave the tour. The Organizer is not responsible for any additional costs incurred by the participant. In the case of serious violations, the participant may be held liable for any losses or extraordinary expenses affecting the Organizer.

12. Email Address Distribution

To facilitate coordination of transportation to the tour meeting point, the Organizer may distribute participants' email addresses to other tour participants for some tours.

13. Complaints

Complaints should be reported to the tour leader as soon as possible during the tour so that the matter can be addressed on-site. Written statements of complaints and requests for refunds must be submitted to the HourAway administrative office as soon as possible, but no later than 4 weeks after the tour concludes.

14. Miscellaneous

The Organizer reserves the right to make alterations to any information published about our guided tours. Tour information is subject to changes related to transportation schedules, accommodation opening hours, price adjustments, and printed errors that may affect tour participants.

15. Photography

Participants in HourAway guided tours may be photographed by the tour leader or other participants. These photographs may be used in HourAway printed or online publications. Please inform the tour leader in advance if you prefer not to be photographed.

Terms and Conditions – Bike Rental

1. Parties and Objects

HourAway ("Organizer") delivers the equipment mentioned in the Rental Agreement to the renter ("Client") in good condition and equipped with appropriate safety devices. Upon collection of the rented equipment and signing the rental agreement with specific acceptance of these general conditions, the Client declares that they have verified the equipment's condition and suitability for the agreed-upon use.

2. Obligations of the Client

The Client must:

- Provide valid identification and accurate personal information, including details such as address, telephone number, email address, age, weight, and height.
- Use and store the rented equipment with care and in compliance with the law.
- Ensure that the rented equipment remains in good condition for proper use during the rental period. In case of any issues, the Client must promptly report them to the Organizer for replacement or repair.
- Pay the total rental amount and additional services specified in the rental agreement upon collecting the equipment. In the case of extended rentals or additional services, extra charges are payable upon returning the equipment.
- Return the equipment to the Organizer as agreed upon in the rental agreement.
- Check the equipment's condition with the Organizer upon return.
- Be responsible for any damage or consequences resulting from inappropriate use of the rented equipment.

3. Theft and Damage

Rented equipment is not insured against theft and damage. In case of theft, the Client must report it immediately to the relevant authorities and provide the Organizer with the original copy of the report within 24 hours. Upon theft, the Client will be charged an amount equal to the value of the stolen equipment. Payment for the rental is due before the original copy of the theft report is submitted. If the stolen equipment is later recovered, the amount paid as compensation or deductible will be refunded unless additional damage is found.

4. Rates: Rental Period and Return

Rental rates are calculated per day and expire at 8:00 pm each day. The Client must return the rented equipment in the condition specified in the rental agreement and by the agreed-upon date. If the Client wants to extend the rental period, they must communicate with the Organizer before the due date, and the remaining balance must be settled upon equipment return. Failure to return the equipment on time may result in the Organizer taking possession of the equipment. Rental fees for the period exceeding the agreed terms are also payable. If the equipment is not returned within 7 days after the due date, the Organizer may take legal action.

5. Refunds

Clients who return equipment before the agreed date due to illness or injury will be refunded for the unenjoyed period based on medical confirmation. In the absence of medical

confirmation, the full rental rate will apply. Bad weather or other obstructions do not exempt the Client from payment of the rental rate.

6. Booking Cancellation

Please notify the Organizer as soon as possible if you wish to cancel your booking. The following rules apply in the case of cancellation:

- More than 10 days before the rental date: An administration fee of 10 EUR applies. The paid amount will be refunded, minus the administration fee, or an invoice will be sent to the customer.
- 10 - 4 days before the rental date: 50% of the rental price applies. Paid amounts will be refunded, minus 50% of the rental price, or the customer will receive an invoice equivalent to 50% of the rental price.
- 3 - 0 days before the rental date or no-show: The full rental price amount applies. No refund will be given, or the customer will receive an invoice equivalent to the full rental price amount.

7. Gear Exchange

Clients may request exchanges or replacements for the rented equipment throughout the rental period. The first change is free, while subsequent changes will incur a 5 EUR change fee. If the equipment is replaced with items of different quality, the Client will be charged the price difference for higher quality items or refunded for lower quality items.

8. Payment

Payment for bike rentals can be made through our online booking system by credit card (Visa or Mastercard) at the time of booking. An email confirmation and an invoice will be sent to the customer. In the event of other payment arrangements, the Organizer will issue an official invoice.

Invoice Payment Option 1:

Payment by credit card through our online booking system at www.hour-away.com.

Invoice Payment Option 2:

Payment by credit card via a link sent to your email address. Please contact info@hour-away.com to request this payment option.

Invoice Payment Option 4:

Payment in cash when collecting the rented equipment.

Invoice Payment Option 5:

Payment by credit card when collecting the rented equipment.

Invoice Payment Option 6:

Payment via bank transfer in Euro:

Company Information:

HourAway, Nejc Peternej s.p.
Javorje 20a
4223 Poljane nad Škofjo Loko
Slovenia

Bank Name and Address:

Revolut Bank UAB
Konstitucijos ave. 21B
08130, Vilnius
Lithuania

SWIFT BIC CODE: REVOLT21

IBAN: LT53 3250 0250 3814 7007

9. Final Regulations

All rental agreements with HourAway are regulated by Slovenian legislation. Any disputes related to the validity, interpretation, implementation, or dissolution of this agreement shall be subject to the Court of Jurisdiction of Kranj. The Organizer has the right to deny rental services to clients with arrears.